



STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

Working Title

Disclosure and Security Specialist

Job Code Title

Administrative Specialist

Pay Band

5

Job Code Number

131915

Director's Office

Legal Services
Regulatory Unit

Fair Labor Standards Act

Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state agency liquor stores and administers the laws governing the sale, taxation, and licensing of alcoholic beverages and tobacco products; returns unclaimed property to its rightful owners; and determines how state taxes and liquor and tobacco laws apply to Indian Tribes and tribal members in Indian Country.

The Director's Office supports the agency's Director and is composed of five work units: Legal Services Office; Office of Tax Policy and Research; Office of Human Resources and Organizational Development; Office of Taxpayer Assistance; and the Executive Office. The Legal Services Office provides complete legal services to all divisions and the director's Office, representing the Department of Revenue and the State of Montana before administrative boards and in state and federal courts in all litigation involving Montana taxes and liquor laws.

The Legal Services Office is comprised of the Litigation Unit, the Regulatory Unit, and the Office of Dispute Resolution (ODR). The Regulatory Unit is responsible for ensuring compliance with confidentiality requirements including Internal Revenue Service (IRS) security requirements and federal/state information exchanges and ensuring the department appropriately safeguards the integrity of confidential taxpayer information; oversight and administration of the administrative rules and department procedures to ensure these documents meet legislative intent and department practice; oversight of the department's information security, as it relates to real and electronic data, and citizen and employee access to this information; and oversight of the department's legislative implementation process. The unit also provides clerical support to the Office of Dispute Resolution.

Job Responsibilities

The Disclosure and Security Specialist monitors policies and business practices to protect confidential tax information and maintain security requirements while facilitating the exchange of information necessary for agency business processes. The incumbent researches legislative intent and conducts studies and special projects to determine the impact of existing, new, or emerging state and federal legislation and reviews the department's policies, procedures, and administrative rules for consistency. The work includes ensuring compliance with stringent federal and state confidentiality and security statutes relating to the protection of taxpayer information; compiling extensive information and materials to demonstrate how the agency protects taxpayer information; assisting with the preparation of numerous reports substantiating these efforts; and assisting with the administrative rules process and follows the requirements of the Montana Administrative Procedures Act (MAPA). The position reports to the Regulatory Unit Manager and does not supervise other staff.

- **Disclosure and Security 85%**

1. Assists with the development and submission of numerous reports to the IRS as those reports pertain to the department's compliance of the federal safeguard requirements contained in the IRC Publication 1075 concerning federal taxpayer information provided to the department by the IRS.
2. Establishes and maintains event calendars for the units reoccurring actions, due dates, compliance reviews, inspections, and other statutory or mandatory responses as they apply to the disclosure and security duties of the unit.
3. Ensures department staff receive timely notification of public information requests which require their assistance. After a response is completed, ensures the department staff are provided with a copy of the response submitted to the requestor.
4. Assists with conducting facility and document inspections to ensure confidential information is properly secured and protected. Assists with preparing notifications to employees concerning employee practices related to the safekeeping and use of state and federal confidential tax information such as, the proper storage of records or files and general housekeeping of the same. Recommends efficiency changes for protecting confidential tax information.
5. Develops materials for, and participates in, delivering department-wide and external disclosure training to communicate confidentiality and security requirements and changes as they relate to state and federal requirements. Conducts research as necessary to gather information needed for this training.
6. Logs public records requests handled by the unit related to confidential and non-confidential information including Freedom of Information Act (FOIA) requests. Ensures the unit is complying with safeguarding the confidential information and adhering to the compliance requirements of the Public Records Act by advising the requestor of the appropriate procedures for requesting and obtaining copies of public records, as may be appropriate for the circumstances of the request; verifies the confidentiality status of requested information; and coordinates the response following statutory requirements and department policies and procedures related to disclosure. When appropriate, uses the department's integrated tax system (GenTax) to acquire the requested information. Prepares responses to routine basic information requests from citizens and employees.
7. Researches the facts and drafts technical responses for the Unit Manager regarding requests from other state agencies, state officials, other state department's of revenue or taxation, and the federal government based on numerous sources of material applicable to a particular request.
8. Collects information and drafts various documents as directed. Draws conclusions from information gathered from research conducted and reports the outcome of the research and analysis to the Unit Manager.
9. Assists the Unit Manager in preparing reports such as, the annual safeguard activity report, safeguard procedures report, and customized information sent to state and federal officials, other governmental agencies, and the general public.
10. Updates and maintains the current list of employees authorized to exchange information on behalf of the department other state revenue and taxation departments, other Montana agencies, and the federal government.
11. Drafts Memorandums of Understanding (MOU) for the Unit Manager from various sources of information, including but not limited to, meeting notes, computer research, data spreadsheets, personal interviews, and correspondence.
12. Refers questions regarding statutory or regulatory issues associated with an MOU to the Unit Manager and Chief Legal Counsel for interpretation.
13. Schedules meetings, prepares documents, conducts research, and performs other related duties as assigned by the Unit Manager for the department's Security Task Force.
14. Handles all incoming and outgoing unit mail and logs. The logs managed by the unit include: the daily mail log; the confidential and nonconfidential information request logs for various entities; the Powers of Attorney (POA's) log; and the annual confidentiality form log. The POA and confidentiality logs require scanning documents and attaching the document to the department's to GENTAX computer system or a specific file folder for the appropriate confidentiality document.

15. Contacts the taxpayer if there is information missing on a new POA and removes revoked POA's from the appropriate taxpayer's account.
16. Manages the unit's filing systems, both electronic and hard files. Adhering to the statutory records retention and destruction requirements.

- **Regulatory Unit Support 10%**

- Rule Activity

1. Assists the Unit Manager and the Disclosure and Rules Specialist with the department's rules process by developing electronic and hard files. Collects and files pertinent information as it relates to legislative bills associated with rule actions, draft notices, correspondence, hearing materials, and replacement pages.
2. Assists with the review of administrative rule drafts to determine the accuracy of the format, content, grammar, statutory authority and implementing citations, reasonable necessity statements, and the statutory timelines have all been followed. Works with the Unit Manager and Disclosure and Rules Specialist to correct the content of the rule notice as needed.
3. Dockets filing dates, publication dates, mailing requirements, sponsor notifications, and file closing dates in the unit's electronic tracking system and records the same within the hard-copy file to ensure statutory notification requirements are timely met.
4. Schedules rule development meetings, as necessary for department staff and in some cases the general public.
5. Meets with the Unit Manager and other unit staff to discuss the formal procedures, format structure, time frames, processing methods, and the overall content of administrative rule notices prior to submission and adoption.
6. Assists with the preparation of proposal and adoption notices
7. Communicates with the Secretary of State to discuss and resolve problems that may occur concerning the format, intent, and other pertinent issues associated with rule notices filed with that agency.
8. Maintains and regularly updates interested party lists to ensure the lists are current at all times. Prepares and mails both electronic and hard copy notices to all persons on the interested party lists as applicable for each rule action.
9. Posts all notices to the department's website in a timely manner. Removes outdated notices from the website as appropriate to ensure the department's rule pages are accurate at all times.
10. Assists with the preparation of the rule replacement pages which are submitted to the Secretary of State's Office quarterly.
11. Updates the department's master electronic rule directory and hard file with the pages after approval has been received from the Secretary of State. Posts the pages to the department's website and advises department staff of the availability of these pages.
12. Maintains complex electronic and hard-copy rule files and tracking logs. Including the master definitions file, a historical library folder showing all actions associated with every rule ever adopted, amended, transferred, or repealed by the department.
13. Ensures that the department's website includes a current list of pending subjects being developed by the department at all times.
14. Maintains the department's records retention history for each rule action.

- Procedure Activity

1. Tracks procedures developed by all divisions of the department. Sets up and maintains files for each procedure in an electronic tracking system and updates the relative cross-reference tables and annotations as procedures are developed or updated. Adds these documents to the website along with new or updated procedures.
2. Prepares audio and visual aids for the Unit Manager to use in procedure training. Assists the Unit Manager with training staff regarding the format, location, and manage for all procedures.
3. Collects information and drafts numerous materials as directed to assist the Unit Manager in preparing reports and other documents associated with department procedures.

4. Assists the Unit Manager in overseeing the department's procedure development process. Reviews procedures for basic content and proper format
 5. Researches, develops, and reviews unit procedures related to various duties and responsibilities of the unit.
 6. Manages all the electronic and hard files for the Regulatory Unit's procedures.
 7. Recommends and develops procedures to meet these requirements.
- **Other Duties as Assigned 5%**
 1. Performs a variety of other duties such as coordinating special projects and events.
 2. Backup for the Court Clerk, including but not limited to handling liquor conferences and proofing Final Agency Decisions (FADs) for the Dispute Resolution Officer.

Job Requirements

To perform successfully as a Disclosure and Security Specialist, the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. Skills in interpreting, explaining, and applying laws, regulations, and policies; planning, implementing, and evaluating special projects; conducting manual and electronic research; compiling, organizing, and managing information; analyzing information, identifying problems, defining alternatives, and developing recommendations; and making presentations to groups of varying sizes and levels of understanding are required. Also required are skills in multi-tasking; paying attention to details and accuracy; accountability; managing multiple priorities under tight deadlines; providing timely and effective written, verbal, and interpersonal communication; negotiation and conflict resolution techniques; establishing and maintaining effective relationships; dealing tactfully with other agencies and the public; following written and oral directions and instructions; and word processing, spreadsheet, and database applications. This position works with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job.

This position requires knowledge of principles and practices of business administration; records management; auditing and compliance monitoring practices; investigative techniques; researching law, policies, and administrative rules; effective report and business or legal writing; English, grammar, punctuation, rule format and style; and word processing, spreadsheet, database, document management, and related software. Knowledge of the MAPA and state and federal tax systems is preferred.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is a two-year degree in business, public administration, or a related field and four years of job-related work experience.
 - Work experience should be made up of progressively responsible experience researching issues related to tax administration, federal and state laws or policies, administrative rules, and issues and practices surrounding confidentiality and privacy of public records.
 - Other combinations of education and experience will be evaluated on an individual basis.

Department Core Values

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.

- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork:** Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

Working Conditions

This position has considerable mental stress and pressure due to workload, deadlines, time constraints, significance of decisions made, and the challenging nature of contacts. At times, the incumbent will deal with angry, hostile, and difficult individuals to resolve concerns or to bring about compliance with regulations. This may cause stressful work conditions and a high degree of mental stress. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use. The incumbent may spend considerable time on the phone. Work hours may exceed 40 hours per week from time to time. This job may require travel in and out of the state, which requires a valid Montana driver's license. Lifting is infrequent, less than 15 pounds and includes carrying light items such as papers and books. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

Special requirements

- **Background Examination:** Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- **Compliance with All Appropriate Montana Tax Laws:** An employee's tax status must be current.

This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.

Division Administrator Review: The statements in this job profile are accurate and complete.

Signature: CA Daw, Chief Legal Counsel Date: June 2012

Human Resource Director Review: The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resources Director Date: June 2012

Employee: My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: _____

Date: _____

Name (print): _____